

**BY ORDER OF THE  
INSTALLATION COMMANDER**



**CHARLESTON AIR FORCE BASE  
INSTRUCTION 33-201**

**1 FEBRUARY 2003**

***Communications and Information***

**CONTROL OF LONG DISTANCE TELEPHONE  
CALLS**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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**CAFBI 33-201, Control of Long Distance Telephone Calls, 15 August 1997, is superseded. The OPR for this instruction is 437 CS/SCXR (Mr. Alphonso Jones.)** This publication implements the 437<sup>th</sup> Airlift Wing and the 315<sup>th</sup> Airlift Wing (AFRC) procedures for controlling long distance telephone calls in accordance with the following.

***SUMMARY OF REVISIONS***

**This document is substantially revised and must be completely reviewed.**

**1. General.** Long Distance Telephone Service is any telephone call made outside the local dialing area, including Federal Telephone System-2001 (FTS), Defense Switch Network (DSN) and commercial toll calls. DSN, a segment of the Defense Communications System, serves all major military installations and DOD agencies within the Continental United States (CONUS) and is extended to numerous overseas installations. DSN provides direct telephone access to most military and DOD agencies. FTS-2001 provides official long distance telephone access to any point in the CONUS and official international long distance commercial service outside CONUS. Commercial toll calls are telephone calls that result in varying service charges. The amount of the charge is dependent upon location called, type of call (person-to-person or station-to-station), time of day, and length of call. Calling cards are approved by the major command on an individual case-by-case basis. Calling card calls are charged directly to the unit placing the call. Units and staff agencies authorized to approve long distance telephone calls will utilize an authorized Personal Identification Number (PIN) approved by squadron Telephone Control Officers (TCO). Commercial toll calls and FTS-2001 lines will be authorized only when DSN facilities are not available.

**2. Telephone Control Officers (TCOs).** Commanders and chiefs of staff agencies will appoint a primary and alternate TCO to enforce the intent of this instruction. A copy of the appointment letter and a DD Form 577, **Signature Card**, for each TCO will be sent to 437 CS/SCXR prior to the TCO assuming his/her duty.

**3. Procedures.** The criteria for telephone procedures and the instructions for placing calls are outlined in the general information section of the base telephone directory. Long distance calls are only authorized for mission related activities. Personal long distance calls are not authorized and are punishable under the UCMJ.

3.1. Communications media have different costs. They should be considered in the following order as time and mission requirements necessitate:

3.1.1. Letters.

3.1.2. E-Mail.

3.1.3. DSN.

3.1.4. FTS-2001 for local, CONUS and international locations.

3.1.5. Government Calling Cards.

3.2. Callers Responsibilities:

3.2.1. In the event that only a long distance call will meet your needs contact your TCO for an assignment of a PIN.

3.2.2. Update any change in status to your TCO if a PIN was assigned.

3.3. TCO Responsibilities:

3.3.1. Reviews and submits subscribers' telephone work order requests for installation, removal, and relocation of telephone services; and makes sure subscribers return unused telephone equipment to telephone systems personnel.

3.3.2. Gives 437 CS/SCXR an estimate of funds required by the activity for commercial long distance telephone calls.

3.3.3. Performs and submits an annual inventory of installed telephone equipment items and services to the base 437 CS/SCMP.

3.3.4. Verifies unit mission telephone equipment items and services listed on the inventory listing as specified in DoDD 4640.13.

3.3.5. Certifies authorized official calls listed on AF Form 1072, **Authorized Long Distance Telephone Calls**, or equivalent document and implements controls over billings within their areas of responsibility.

3.3.6. Instructs the calling party to use a specific billing number or control number (telephone number or group billing number) for billing procedures when placing operator-assisted long distance calls. Establishes internal procedures with further controls to satisfy local requirements.

3.3.7. Distributes customer education materials from 437 CS/SCXR.

3.3.8. Completes AF Form 649, **Verification of Long Distance Telephone Calls**, and forwards the original copy to 437 CS/SCXR no more than five working days from the receipt of the monthly bill. (The Long Distance Call Accounting System (Ucall) database billing invoice may be reviewed, validated and signed in lieu of an AF Form 649). Bills must be verified immediately in order to avoid paying a late payment charge to the telephone company. The reverse side of the AF Form 649 has instructions for filling it out. Billing period covered usually runs month to month, but varies with commercial telephone companies and cellular phone companies. Individual users must verify all monthly cellular phone bills and all certified copies of bills must be kept on file for a period of one year for audit purposes. Cellular phone bills are paid through IMPAC using squadron funding, therefore squadron internal verification procedures may apply. Check with your squadron TCO for specific verification/certification instructions. Sections 1 and 2 of the AF Form 649 must have a "Last Item" entry immediately following the last entry. Section one must have the following statement: "All calls listed on billing statement have been verified and are official."

3.3.9. Maintains an accurate listing of PINs assigned to personnel. Notify 437CS/SCMP of any changes to the PIN listings.

**4. Control.** MINIMIZE is a program designed to reduce telephone and message traffic to the point that calls relating to an actual or simulated emergency will not be delayed. Should an emergency arise, all of the lines used for normal day-to-day call would most likely be required in direct support of the emergency. DSN and other lines to military bases would be in demand for this purpose.

4.1. The order to implement MINIMIZE will normally be received by the Network Operations Element from the Joint Chiefs of Staff addressed to ALMAJCOM. MINIMIZE may also be implemented by the 437th Wing Commander and Communications/Computer Systems Officer (CSO).

4.2. Upon implementation of MINIMIZE, all calls placed over DSN or other DOD telephone lines will be challenged by the operator in this manner: "Has MINIMIZE been considered?"

4.3. Supervisory personnel should be aware of the nature of all calls made from Class "A" telephones. Class "A" telephone service are phones which have telephone lines accessing central offices, toll trunks, government telephone systems and services, and DSN. During MINIMIZE, supervisors must maintain closer security over personnel to ensure that the intent of this program is realized. DOD communications networks are subject to being monitored.

4.4. During exercises in which MINIMIZE is implemented on a simulated basis, the operator will answer: "MINIMIZE is simulated. Normal official calls will continue to be passed during simulated conditions."

DAVID E. SNODGRASS, Colonel, USAF  
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**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

***DoDD 4640.13, Management of Base and Long-Haul Telecommunications Equipment and Services, Dec 5, 1991***

***Abbreviations and Acronyms***

**CONUS**—Continental United States

**CSO**—Communication/Computer Systems Officer

**DOD**—Department of Defense

**FTS**—Federal Telephone System

**PIN**—Personal Identification Number

**TCO**—Telephone Control Officer